

## **REMARKS**

Claims 1-6, 8, 10-17, and 20-22 are pending in the present application. By this amendment, claims 1, 6, 8, 11, 17, and 20 are amended, and claims 7, 9, and 18-19 are canceled without prejudice. Applicants respectfully request reconsideration of the present claims in view of the following remarks.

### **I. Claim Rejections**

#### **Claim Rejections Under 35 U.S.C. §103(a)**

Claims 1-22 are rejected under 35 U.S.C. §103(a) as being unpatentable over United States Patent Application No. 2002/0032588 to Glazer et al. (hereinafter "Glazer"). As noted above, claims 7, 9, and 18-19 are canceled without prejudice rendering this rejection moot with regard to claims 7, 9, and 18-19. This rejection is respectfully traversed.

#### **A. Claims 1-6, 8, and 10 are allowable.**

As amended, claim 1 recites that an appointment setting system for assigning a service order to a network resource comprises an appointment control system operative to determine whether a change has occurred to the dispatch database record associated with the network resource; determine whether the change affects the appointment associated with the service order, in response to a determination that a change to the dispatch database record associated with the network resource has occurred; and automatically reassign the appointment associated with the service order to another network resource, in response to a determination that the change to the dispatch record associated with the network resource affects the appointment associated with the service order.

Glazer does not teach, suggest, or describe an appointment setting system for assigning a service order to a network resource as recited by claim 1. On the contrary, Glazer describes a customer driven sponsor controlled network based scheduling system including a central controller operative to maintain a customer database associated with specific customers of a sponsoring organization; forward personalized e-mail messages

containing a customized URL which would display a filtered schedule particular to each on-line customer to on-line customers as reminders of upcoming visits; complete the scheduling of the appointment when the on-line customer clicks on an individual time slot; update the master schedule for the sponsoring organization by notifying the sponsoring organization of the scheduled appointment; and if changes in available resources or personnel associated with the sponsoring organization occur, then notify those customers affected by the changes of the need to reschedule due to changing parameters from the sponsoring organization. This is not analogous to the system recited by claim 1 because Glazer fails to teach, suggest, or describe that the central controller is operative to automatically reassign a scheduled appointment to another resource if the change in available resources or personnel associated with the sponsoring organization affect the scheduled appointment. Instead, Glazer describes that the central controller is operative to notify those customers affected by the change in available resources or personnel of the need to reschedule, without suggesting that the central controller is operative to *automatically* reassign the scheduled appointment to another network resource.

Moreover, even though Glazer describes that the same central controller can be shared among several remotely located distinct sponsoring organizations, Glazer fails to teach, suggest, or describe that the customer database associated with customers of one distinct sponsoring organization is shared with another distinct sponsoring organization. In fact, Glazer states that the customer database includes such personal customer information such as name, phone number, social security number, and public/private key, which suggests that the customer information stored on the customer database is kept private to that specific sponsoring organization associated with the customer database.

For at least these reasons, claim 1 is allowable over Glazer. Since claims 2-6, 8, and 10 depend from claim 1 and recite additional features, Applicants respectfully submit that Glazer does not make obvious Applicants' claimed invention as embodied in claims 2-6, 8, and 10 for at least these reasons. Accordingly, withdrawal of these rejections is respectfully requested.

B. Claims 11-17 and 20-21 are allowable.

As amended, claim 11 recites that a method for setting an appointment comprises determining whether availability of the network resource has changed; if the availability of the network resource has changed, then determining whether the change affects the appointment associated with the service order; and if the change in the availability of the network resource affects the appointment associated with the service order, then automatically reassigning the appointment to another network resource.

Glazer does not teach, suggest, or describe a method for setting an appointment as recited by claim 11. In contrast, Glazer describes a method for developing a schedule for a sponsoring organization including maintaining a customer database associated with specific customers of a sponsoring organization; forwarding personalized e-mail messages containing a customized URL which would display a filtered schedule particular to each on-line customer to on-line customers as reminders of upcoming visits; completing the scheduling of the appointment when the on-line customer clicks on an individual time slot; updating the master schedule for the sponsoring organization by notifying the sponsoring organization of the scheduled appointment; and if changes in available resources or personnel associated with the sponsoring organization occur, then notifying those customers affected by the changes of the need to reschedule due to changing parameters from the sponsoring organization. This is not analogous to the method recited by claim 11 because Glazer fails to teach, suggest, or describe automatically reassigning a scheduled appointment to another resource if the change in available resources or personnel associated with the sponsoring organization affect the scheduled appointment. Instead, Glazer describes notifying those customers affected by the change in available resources or personnel of the need to reschedule, without suggesting *automatically* reassign the scheduled appointment to another network resource.

Moreover, even though Glazer describes that the same central controller can be shared among several remotely located distinct sponsoring organizations, Glazer fails to teach, suggest, or describe that the customer database associated with customers of one distinct sponsoring organization is shared with another distinct sponsoring organization.

In fact, Glazer states that the customer database includes such personal customer information such as name, phone number, social security number, and public/private key, which suggests that the customer information stored on the customer database is kept private to that specific sponsoring organization associated with the customer database.

For at least these reasons, claim 11 is allowable over Glazer. Since claims 12-17 and 20-21 depend from claim 11 and recite additional features, Applicants respectfully submit that Glazer does not make obvious Applicant's claimed invention as embodied in claims 12-17 and 20-21 for at least these reasons. Accordingly, withdrawal of these rejections is respectfully requested.

C. Claim 22 is allowable.

Claim 22 recites that a method for setting an appointment comprises determining whether a change has occurred to the dispatch database record; determining whether the change affects the appointment, in response to a determination that the change has occurred to the dispatch database record; and automatically reassigning the appointment to another network resource, in response to a determination that the change affects the appointment.

Glazer does not teach, suggest, or describe a method for setting an appointment as recited by claim 22. On the contrary, as discussed above, Glazer describes a method for developing a schedule for a sponsoring organization including maintaining a customer database associated with specific customers of a sponsoring organization; forwarding personalized e-mail messages containing a customized URL which would display a filtered schedule particular to each on-line customer to on-line customers as reminders of upcoming visits; completing the scheduling of the appointment when the on-line customer clicks on an individual time slot; updating the master schedule for the sponsoring organization by notifying the sponsoring organization of the scheduled appointment; and if changes in available resources or personnel associated with the sponsoring organization occur, then notifying those customers affected by the changes of the need to reschedule due to changing parameters from the sponsoring organization. This is not analogous to the method recited by claim 22 because Glazer fails to teach,

suggest, or describe automatically reassigning a scheduled appointment to another resource if the change in available resources or personnel associated with the sponsoring organization affect the scheduled appointment. Instead, Glazer describes notifying those customers affected by the change in available resources or personnel of the need to reschedule, without suggesting *automatically* reassign the scheduled appointment to another network resource.

Moreover, even though Glazer describes that the same central controller can be shared among several remotely located distinct sponsoring organizations, Glazer fails to teach, suggest, or describe that the customer database associated with customers of one distinct sponsoring organization is shared with another distinct sponsoring organization. In fact, Glazer states that the customer database includes such personal customer information such as name, phone number, social security number, and public/private key, which suggests that the customer information stored on the customer database is kept private to that specific sponsoring organization associated with the customer database.

For at least these reasons, claim 22 is allowable over Glazer. Accordingly, withdrawal of this rejection is respectfully requested.

**CONCLUSION**

For at least these reasons, Applicant asserts that the pending claims 1-6, 8, 10-17, and 20-22 are in condition for allowance. Applicants further assert that this response addresses each and every point of the final Office Action, and respectfully request that the Examiner pass this application with claims 1-6, 8, 10-17, and 20-22 to allowance. Should the Examiner have any questions, please contact Applicant's attorney at 404.954.5042.

Respectfully submitted,  
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